



# USAID | AFGHANISTAN

FROM THE AMERICAN PEOPLE

**Solicitations open to:** Afghan Nationals Only  
**Position Title:** Computer Management Assistant  
**Type of vacancy:** Multiple  
**Opening date:** October 16, 2017  
**Closing date:** October 29, 2017  
**Work hours:** 40 hours (Full time)  
**Position Grade:** FSN-08  
**Vacancy announcement #:** USAID/306/18/01/OM

**Female candidates are strongly encouraged to apply**

The United States Government (USG), represented by the U.S. Agency for International Development (USAID) Mission in Afghanistan, is seeking applications from qualified Afghan Nationals to perform duties as a **Computer Management Assistant** under a personal services contract, as described in this solicitation.

## **BASIC FUNCTION OF THE POSITION:**

This position is located in the Information & Resource Management Division (IRM) in the Executive Office and the position is responsible for assisting in the management of computer systems and automated programs. The incumbent of this position will be involved in the day-to-day operations, development, installation, repair, maintenance, support and management of Windows, PC/LAN and PC hardware, software, peripherals, accessories, and automation. The incumbent is responsible for the development, installation, operation, and maintenance of the Mission's network and desktop installations. The work involves providing management advisory services, user support and training. The incumbent is expected to develop, implement and manage computer-training program on different Applications and Operating Systems. The incumbent provides USAID/Kabul Information Technology systems and application support to users on all Mission Offices. Application support incorporates the use and refinement of hardware, software and user expertise in Mission Standard Applications. The incumbent will work with other IT members in developing, maintaining and updating USAID/Afghanistan Intranet website. Works under the Supervision of the Computer Management Specialist at all times. Performs systems development and maintenance of applications related to the operations of the Division.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

Systems Support, User Support and Troubleshooting

- The incumbent serves as the primary contact person for users with PC, Laptop, Smartphone problems. Promptly investigates problem, if unable to solve the same day, writes a technical support notice, and makes a plan to solve expeditiously with the supervisor. Incumbent serves as the primary contact person to escort external storage devices (CDs, USB devices) and laptops brought in by visitors into the Mission and scan for vulnerabilities before being used in the Mission. The incumbent assists in planning and scheduling adequate technical support for all systems this would include Routine

Preventive Maintenance schedule (RPM) for all equipment at least once every four months.

- The incumbent is called on to install, upgrade, and maintain a wide assortment of commercial, locally developed, and department developed software applications. Updates and service patches must be loaded when the department approves them. Anti-virus definitions must be kept up-to-date. Unexpected problems must be diagnosed and debugged. The incumbent works with her/his co-worker to create and maintain an orderly library of the Mission's software and reference material. Develops and maintains a systematic, preventive-oriented approach to routine network maintenance tasks.
- Provides software support services designed to maximize ADP systems utilization and increase office productivity. These services include telephone assistance; on-site technical assistance; answers to queries; software installation and reinstallation, update and fixes; recovery of operating and optional software; hardware or software problem isolation, identification and resolution; and ADP consultations. The incumbent conducts computer training to the LAN users. Generally training will be one-on-one; however, when there is a need s/he will organize larger, more formal classes. Training will include commercial applications such as Cloud Technologies, Word, Excel, Access, PowerPoint, Exchange and Outlook. The incumbent is called on frequently to assist users in learning department specific software. S/he may also be called on to teach locally developed software.
- For all diagnosed hardware problems incumbent reports the nature of the problem to the supervisor while keeping detailed maintenance log to monitor equipment down time, turnaround time from repair shops, which components fail most and why. Responsible for scheduling preventative maintenance and cleaning for all PC's printers and UPS's. The incumbent serves as the primary contact person for all visits by contractors and vendors for PC and UPS maintenance and regular preventative maintenance checks; is responsible for notifying them in advance of any special needs or requirements. Incumbent must have the understanding and be vigilant about internet, system and communication security, including anti-virus software updates, network intrusion detection, and proper file security settings.
- Incumbent recommends to the supervisor the acquisition of professional engineering services from outside contractor on situations such as ADP System is under warranty or maintenance contract; special tools, software or documentation is necessary which is not available to the Mission; critical services requiring experienced specific professionals.

#### Local Area Network (LAN) Administration

- Performs LAN administration routines such as adding/removing users, support of Windows 2008 Servers, PC/LAN and PC hardware, software, applications, peripherals (Workstations, printers, scanners, tapes and disk drives, OCR and CD-ROM readers, etc.), data communication equipment (Server, router, bridge, cards or controller and LAN wiring, etc.), accessories and auxiliary equipment (Central UPS, small to medium UPSs, monitor server room temperatures etc.) Mail Server configurations and User management. Sets up user's Access Rights to system files and software applications in the Windows File and Print Server. Carries out the installation and setup of new equipment in a PC-LAN network which includes setup of network devices, applying mission standard operating system image, configure desktops and procedures.
- Incumbent manages network resources for Windows such as accessing the print services & print queues; ensures that USAID ISSO Security Guidelines are being followed and patches/hotfixes are applied immediately when vulnerabilities are reported. Antivirus software is updated promptly on the LAN and the workstations and oversees that Software Copyright laws are strictly followed in the Mission. The incumbent takes the responsibility to perform the job of the Systems Administrator (SA) of secured systems.
- Responsible for scheduling all disks to take backups, including all document libraries and all automated systems. Maintains a detailed log of all the tapes being used for backup. Responsible for off shore tape backups, schedules and maintain a log of all tape backups sent to the off-site storage each week and also the tapes that are retrieved from the off-site storage. This includes complete system backup, incremental backups. Performs all data recovery operations. Incumbent also carries out activities relating to the various

telecommunications links of the USAID network.

### System Development, Maintenance and Implementation

- Incumbent is responsible for ensuring all authorized USG programs are being used in the Mission along with application to be developed and maintained for the better work flow in the Mission. Develops an information system to prioritize and schedule the implementation of all possible and planned information systems. Writes the basis for such prioritizing and discusses it with the Computer Management Specialist. In consultation with the Computer Management Specialist performs periodic housekeeping activities required on PC/LAN servers to remove unnecessary files, release unused disk space, re-organize databases, delete outdated mails, archive inactive documents, etc. with the ultimate goal of balancing workload, minimize system degradation, improve system performance, data integrity and maximum utilization of disk space.
- Identifies, analyzes and writes technical specifications for possible new information systems for eventual implementation. Estimates the hardware and manpower resources necessary to implement them. Incumbent evaluates and recommends PC & LAN hardware configurations, and software package appropriate for Mission use. Tests and implements all automation software from AID/Washington and other Missions. Incumbent provides in-depth training to all the Computer Center staff on the Automation software and applications being used in the Mission so as to back-up on technical issues during absence; and provides prompt repair and maintenance services to automation equipment by utilizing contractor engineers working under various repair and maintenance contract agreements with the Mission for the repair and maintenance of network equipment including LAN servers and PC hardware, software, applications, peripherals, accessories, auxiliary equipment and testers
- The incumbent makes recommendations to supervisor as to how hardware resources should be balanced between offices, particularly whenever any significant percentage of hardware is down; performs development and maintenance services on applications that: electronically logs service calls; monitors of repair and maintenance services; records of parts replaced; status and conditions of ADP systems; and preventive maintenance schedules. Incumbent ensures the compliance to Mission-adopted development and documentation standards, performs systems analysis and design of application and databases; programming coding, compilation, testing and debugging using standard macro programming, standard desktop publishing, forms designer software and related tools; parallel run using live data to beta test completed programs; implement application, input data, regular and ad hoc reports generation; maintains applications to cope with management and technology changes.

### Management support and coordination

- Makes recommendations to supervisor as to how hardware resources should be balanced between offices, particularly whenever any significant percentage of hardware is down; suggest Budget Planning for yearly procurement of IRMS and should also plan the allocation of Hardware to the entire mission Users. This position helps in setting up multimedia equipment as per the request from different offices within the office building (conference rooms) as well as in outside locations (hotels). This includes setting up laptop, speakers and multimedia projectors and microphone and audio/video. The incumbent is required from time to time maintain files such as Mission Notices, Mission Orders, Agency General Notices on the mission intranet.
- The incumbent is required to design and develop dynamic Intranet Web Pages using web page development tools and language like ASP/PHP; will also be required to develop highly informative, precise and animated presentations, charts and maps using Graphical Software such as Photo Shop, Power Point etc. coordinate work with Department of State GSO section on all Computer related items. The incumbent maintains database and inventory of all computer hardware (NXP and EXP) as assigned to office. Logs all movements and maintenance activities and reports changes to the DOS GSO section

### Administrative Functions

- Receives, inspects, and records all automation-related deliveries, warranty claims, short shipment claims, out-of-office or out-of-country repairs, inter-office transfers, and disposal. Regularly updates the Mission inventory of automation hardware, software, peripherals, and auxiliary equipment. Incumbent manages the automation facilities implementing time-in and time-out log, pull-out and return log, spare parts control and issuance, physical security, cleanliness, non-smoking and other administrative policies applicable.
- Prepares purchase requisitions for any PC hardware and software required. Does follow-ups with Department of State Procurement office until the equipment arrives. Keeps record of all correspondences and fillings of the Computer Center. This position also conducts requisition of office supplies for IT department.

## **QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:**

**Education:** A bachelor's degree in computer science, information technology is required. (Education requirement must be met at the time of application for the subject position).

**Work Experience:** Incumbent must have a minimum of three (3) years of progressively responsible technical experience in the field of Information technology LAN/WAN management in large computer operations with a Non-Governmental Organization, donor organization or International Organization is required. Experience should include but not limited to Network installation and support, web page designing and maintenance, operation and support of IT-related equipment, programs and systems management. Experience with Windows 2003/2008 Servers, WEB Servers, SharePoint, (RAS) Remote Access, Cisco network equipment, Video Conferencing devices, as well as peripherals management to include printers, scanners, digital senders and modems is highly needed. (Work experience requirement must be met at the time of application for the subject position).

**Language: Language Proficiency:** Level IV (Fluent) of speaking/reading of English language and Level IV (Fluent) in speaking/reading of Dari and/or Pashtu is required. (English language ability will be tested).

**Knowledge:** Incumbent must have a good understanding and knowledge of LAN administration routines such as adding/removing users, support of Windows 2008 Servers, PC/LAN and PC hardware, software, applications, peripherals (Workstations, printers, scanners, tapes and disk drives, OCR and CD-ROM readers, etc.), data communication equipment (Server, router, bridge, cards or controller and LAN wiring, etc.), accessories and auxiliary equipment (Central UPS, small to medium UPSs, monitor server room temperatures, etc.). Mail Server configurations and User management. Sets up user's Access Rights to system files and software applications in the Windows File and Print Server. Carries out the installation and setup of new equipment in a PC-LAN network which includes setup of network devices, applying mission standard operating system image, configure desktops and procedures. Incumbent must also have a good knowledge of managing network resources for Windows such as accessing the print services & print queues.

**Skills and Abilities:** Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with officials. Skill in computer systems to obtain support for actions that will enhance automation and/or effective management of computer resources and good technical skills to troubleshoot software problems and to maximize the capabilities of the post computer resources is needed. Incumbent must also have good interpersonal skills and ability to develop and maintain user-friendly, positive support and encourage maximum automation of post.

## **HOW TO APPLY:**

Applicants are requested to submit a complete application package which must include all required documents to [AFPAKjobs@usaid.gov](mailto:AFPAKjobs@usaid.gov) with a **Subject line: Computer Management Assistant (OM 1801).**

ANY/ALL application submissions received after the closing date of October 29, 2017 will not be considered.

**REQUIRED DOCUMENTS:**

1. Cover memo/email text that outlines how your qualifications and experience meet the selection criteria.
2. Application for Employment as a Locally Employed Staff (DS-174)  
<http://photos.state.gov/libraries/afghanistan/941877/jobs/DS-174.doc>  
(A copy of the DS-174 form can also be downloaded from ACBAR.org under this link <http://www.acbar.org/applicationform>. Applicants who are accessing this solicitation through jobs.af can download directly from the website) AND
3. A current resume or a curriculum vitae

**IMPORTANT:**

IN ORDER TO HAVE YOUR APPLICATION CONSIDERED, YOU MUST SUBMIT ALL THREE REQUIRED DOCUMENTS. IF YOU OMIT ANY OF THE REQUIRED DOCUMENTS, COVER PAGE, CV or DS-174 FORM, YOUR APPLICATION WILL NOT BE CONSIDERED.

**Note:**

- Ø Only short-listed candidates will be notified.
- Ø This vacancy is open only to Afghan Nationals.
- Ø Applications with insufficient, incomplete and inconsistent information to make a determination will not be considered.
- Ø No in-person appointments or telephone calls will be entertained.
- Ø Applications submitted as .RAR file will not be accepted by the system
- Ø Candidates who are applying for this position must fully meet the education requirement (graduated and degree and/or diploma already received) as specified. At the time of applications, candidates must also meet in full the experience requirement. There is no exception for these requirements.
- Ø Short-listed candidates will be requested to provide educational documents such as degrees, diplomas, certificates and other pertinent documents as needed. Failure to provide the required documentation will result the rejection of their application from further consideration.
- Ø The Agency retains the full right to cancel or amend the solicitation and associated actions.

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ALL ETHNIC GROUPS AND GENDERS ARE URGED TO APPLY